

CLAIMS

Having thus described our invention, what we claim as new, and desire to secure by Letters Patent is:

- 1 1. A method for providing an improved consistency
2 between systems management systems (SMSs) and
3 respective distributed applications used by a
4 plurality of people said applications operating
5 in a distributed environment in a networked
6 computer system in order to perform business
7 processes, the applications being monitored and
8 their hardware or software related error events
9 being handled by an event server of said SMS,
10 said method comprising the steps of:
11
12 displaying error information relating to
13 hardware and/or software resources involved in
14 said business process together with
15 organizational information relating to
16 organizational resources of said business
17 process, said organizational information being
18 in turn available to a process monitor of said
19 application and including staff information,
20 and
21
22 presenting said information in conjunction with
23 the business process concerned by said error
24 events for achieving a business process
25 oriented solution to problems caused by said
26 error event.

2. The method according to claim 1, further comprising one or more of the steps of issuing an alert concerning the intended business process, taking corrective actions again the effects of said error on the intended business process, to allow said business process to continue.

3. The method according to claim 2, comprising the step of reassigning work to different people to allow said business process to continue.

4. The method according to claim 1, wherein said distributed application comprises a workflow management system (WFMS).

5. The method according to claim 4, wherein the step of providing a communication bridge between said SMS and said WFMS comprises the steps of involving said event server of said SMS into the communication bridge by adding a specified event action to the event definition effective on an event for handling said event, said event action involving a process monitor of said WFMS into event handling, and

13 enhancing said process monitor for processing
14 said event actions by providing it with a set
15 of predetermined rules in order to manage said
16 business process.

1 6. The method according to claim 5, further
2 comprising the step of
3
4 providing an application programming interface
5 (API) common to WFMS and SMS in said process
6 monitor of said WFMS for managing event
7 handling.

1 7. The method according to claim 6, further
2 comprising the step of
3
4 providing said process monitor with a function
5 for automatic event analysis support related to
6 said concerned business process.

1 8. The method according to claim 7, further
2 comprising the step of
3
4 providing/said function for automatic event
5 analysis/support with an end-user interface.

1 9. The method according to claim 4, the step of
2 providing a communication bridge between said
3 SMS and said WFMS comprising the steps of
4
5 involving said event server of said SMS into
6 the communication bridge by adding a specified

7 event action to the event definition effective
8 on an WFMS event for handling said event, said
9 event action involving an enterprise console of
10 said SMS into event handling, and

11 enhancing said enterprise console for
12 processing said event actions by providing it
13 with a set of predetermined rules in order to
14 manage said business process.

- 1 10. The method according to claim 9, further
2 comprising the step of
3
4 providing an application programming interface
5 (API) common to SMS and WFMS in said enterprise
6 console of said SMS for managing WFMS event
7 handling.
- 1 11. The method according to claim 10, wherein
2
3 said enterprise console is provided with a
4 function for automatic event analysis support
5 related to the concerned business process.
- 1 12. The method according to claim 11, wherein
2
3 said function for automatic event analysis
4 support is provided with an end-user interface.
- 1 13. An application operating in a distributed
2 environment in a networked computer system in
3 order to perform business processes, the

4 application being monitored and it's error
5 events being handled by an event server of an
6 SMS,
7

8 said application comprising
9

10 means for using the method in accordance with
11 claim 1.

1 14. A systems management system (SMS) monitoring
2 and handling events from respective distributed
3 applications which are operating in a
4 distributed environment in a networked computer
5 system in order to perform business processes,

6 the SMS comprising
7

8 means for using the method in accordance with
9 claim 1.

1 15. A tool stored on a data carrier implementing
2 the method according to claim 1 when read into
3 a computer device.

1 16. A program stored on a data carrier implementing
2 the application according to claim 11 when read
3 into a computer device.

1 17. A program stored on a data carrier implementing
2 the SMS according to claim 12 when read into a
3 computer device.

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